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North East
Community Care Access Centre **CCAC**
CASC Centre d'accès aux soins communautaires
du Nord-Est

Bringing Health Care Home



Coordinating Care, Promoting Independence.

WE'RE HERE TO HELP

The North East Community Care Access Centre (CCAC) is part of a network of 14 CCACs created by the Ontario Ministry of Health and Long-Term Care to help people access government-funded home care services and long-term care homes. We are here to help people plan and make informed choices about managing their health care needs when they leave the hospital or when they are referred from the community.

Our health care professionals will conduct an assessment of the client's health care needs and determine what services are required. We will arrange, coordinate and monitor these services to ensure that they keep pace with the client's changing health care needs and that service quality is maintained at the highest possible level.

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Message from the Executive Director

Welcome to the first North East Community Care Access Centre quarterly newsletter!

Community Care Access Centres (CCAC) have recently undergone organizational changes that geographically align CCACs with the boundaries of Local Health Integration Networks across the province. The North East CCAC officially came into being on January 1, 2007 by order of the Honourable George Smitherman, Minister of Health and Long-Term Care.

Clients will continue to receive their services in their own communities just as they have before. One of the key goals is no disruption of client services and to date we have not received any complaints related to the transition. This reorganization will make it easier for clients in the North East to access and obtain health care services, regardless of geographic location, as well as improve the quality of services that clients receive. After all, the most important person in our health care system is the client!

As I travel throughout our vast service area in the North East and I meet members of the CCAC community, I see caring professionals who are dedicated to our clients' needs. I would like to take this opportunity to extend my sincerest and warmest thanks to our clients, dedicated staff and community partners for their assistance in improving and transforming the health care system in North Eastern Ontario.



Richard C. Joly
Executive Director

A handwritten signature in black ink that reads "Richard C. Joly". The signature is fluid and cursive, with the first name being the most prominent.

Message from the Chair



Tom Trainor
Chair, Board of Directors

Tom Trainor (Mindemoya) is well known for his involvement with community-based health service organizations and was previously the Chair of the Manitoulin-Sudbury CCAC.

Since being named Chair of the North East Community Care Access Centre (CCAC) in October 2006, I have seen the dedication and professionalism of our staff in helping individuals and their families maintain an independent lifestyle in their community. Having served as a board member and board chair for several community health and social services agencies, I have come to understand the invaluable contribution of the skilled and caring professionals at the CCAC.

I have been a witness to many exciting changes for the CCAC recently. The transition of this organization into a larger body that encapsulates the diverse and vast geographical area of North Eastern Ontario has not been without its challenges. In meeting these challenges, I am convinced that the end result will be increased quality of services for all of our clients, their families and their caregivers.

CCACs across the province are anticipated to play an increasingly important role for the residents of Ontario who seek health care services. I truly believe that the CCAC and our partners will emerge from this transition both wiser and stronger. On behalf of the Board, I would like to thank all who have supported our efforts which has allowed the CCAC to continue the coordination and delivery of competent client care!

A handwritten signature in dark ink, appearing to read 'Tom Trainor'.

Board of Directors

The Board of Directors has been appointed by Ontario's Lieutenant Governor in Council. Appointment terms range from one to three years. Staggering the length of appointments will ensure that the Board will renew itself while still providing continuity of governance. The North East CCAC Board meets once a month. The Board of Directors welcomes guests to its public meetings.

JACQUELINE DELUCA (Timmins) is a retired teacher and the former Department Head of Special Education at École secondaire Thériault.

RON FARRELL (North Bay) is a retired President and CEO of the Victorian Order of Nurses.

CHRISTOPHER FITZGERALD (Sault Ste. Marie) is cofounder of the law practice Allemanno and Fitzgerald, with offices in Sault Ste. Marie and Wawa.

DOUGLAS GRAHAM (Mindemoya) is currently Executive Director of Mnaamodzawin Health Services.

HELEN MILLER (Kirkland Lake) is a retired nurse and a member of the Registered Nurses' Association of Ontario.

BEVERLEY POLOWY (South Porcupine) is a retired teacher and past President of the Ontario Teachers' Federation.

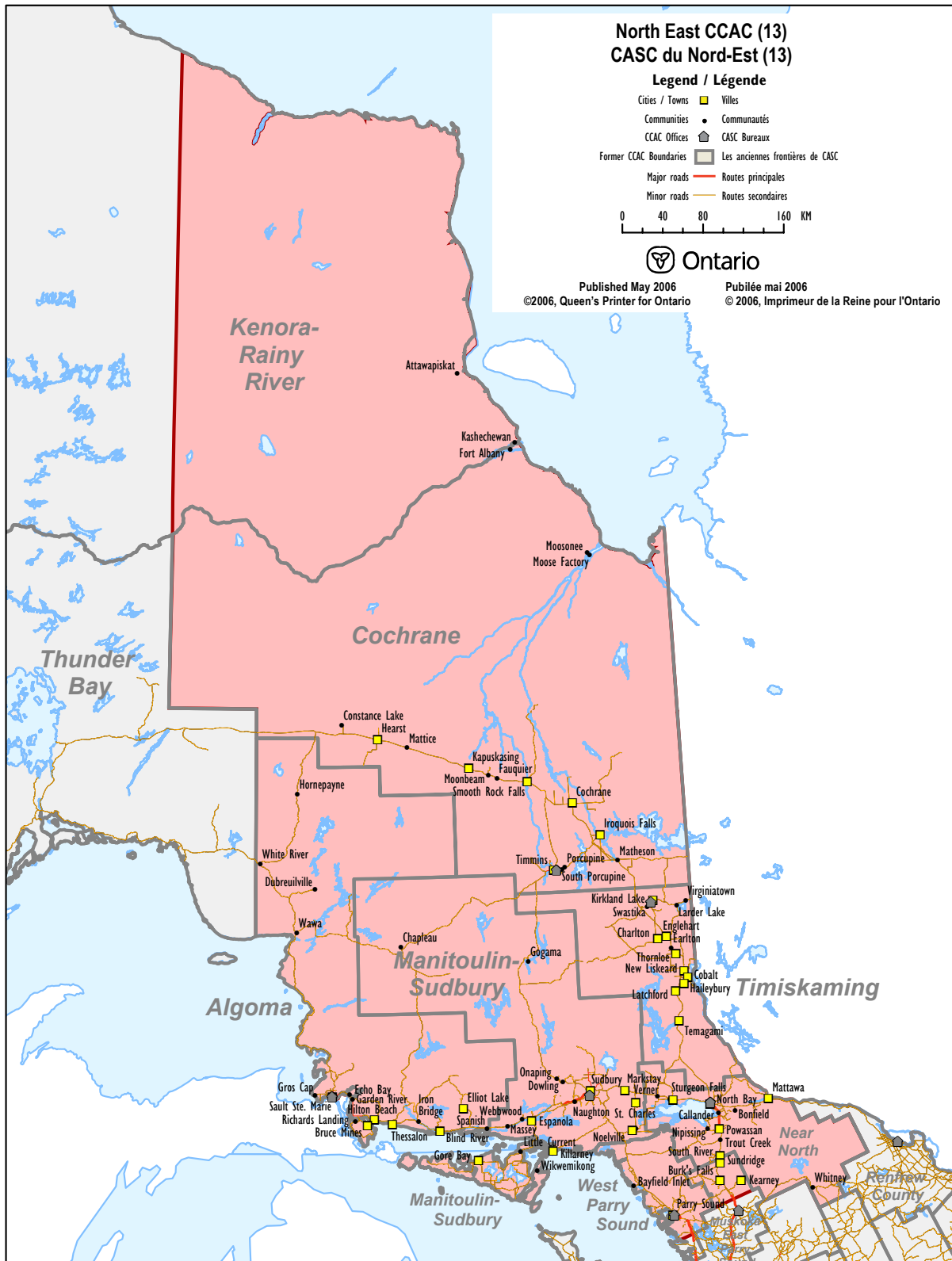
DIANE POULIN (Kapuskasing) is a retired nurse who served as a board member of the Cochrane District Community Care Access Centre.

ADELE QUAIATTINI (Sudbury) is the former Chair of the School of Health Sciences at Cambrian College.

GERRI WALKER (Parry Sound) is a retired nurse who worked at the Parry Sound District General Hospital.

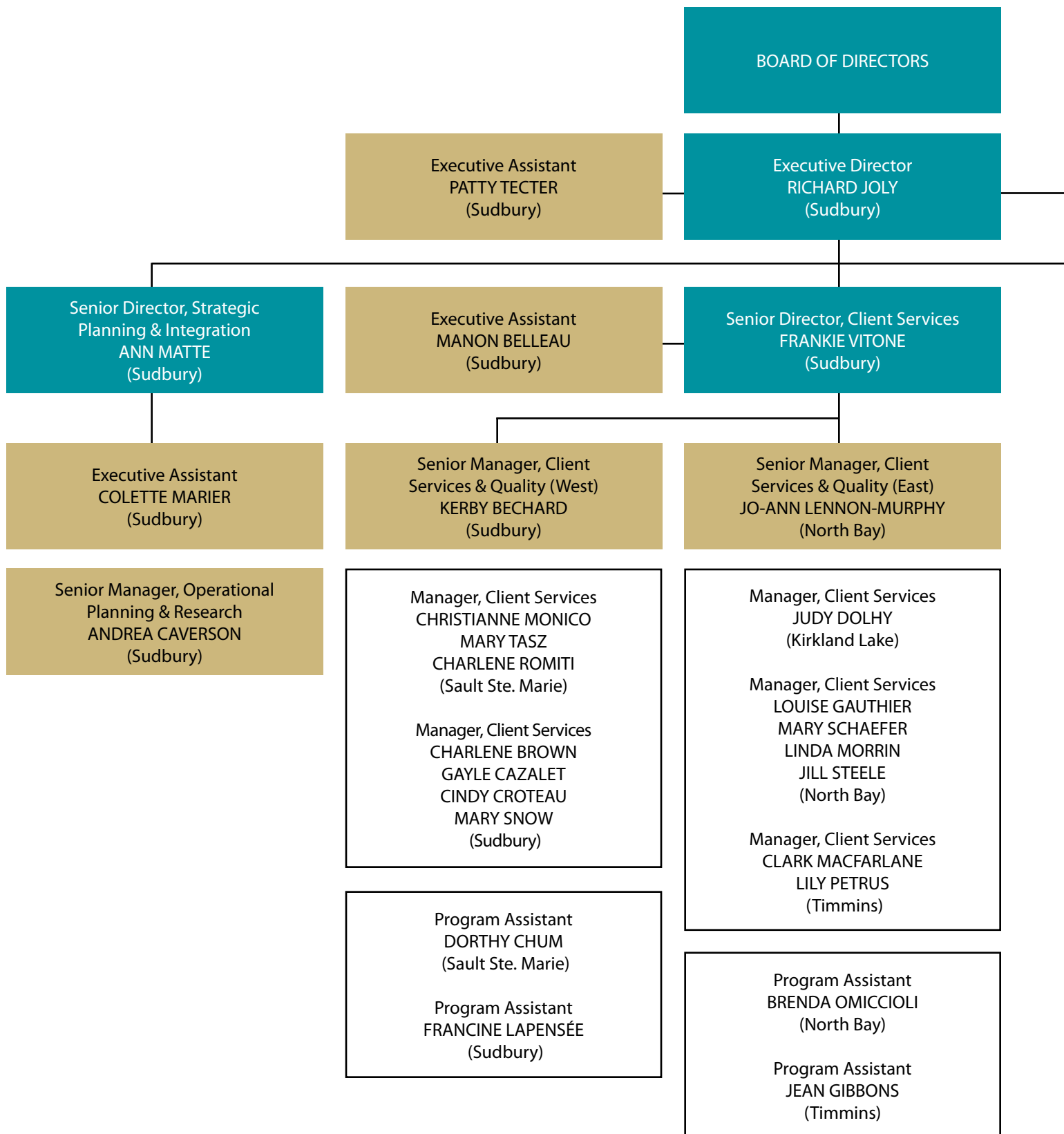
DAVID YOUMANS (Tilden Lake) is President and Principal of the consulting company David A. Youmans & Associates Ltd.

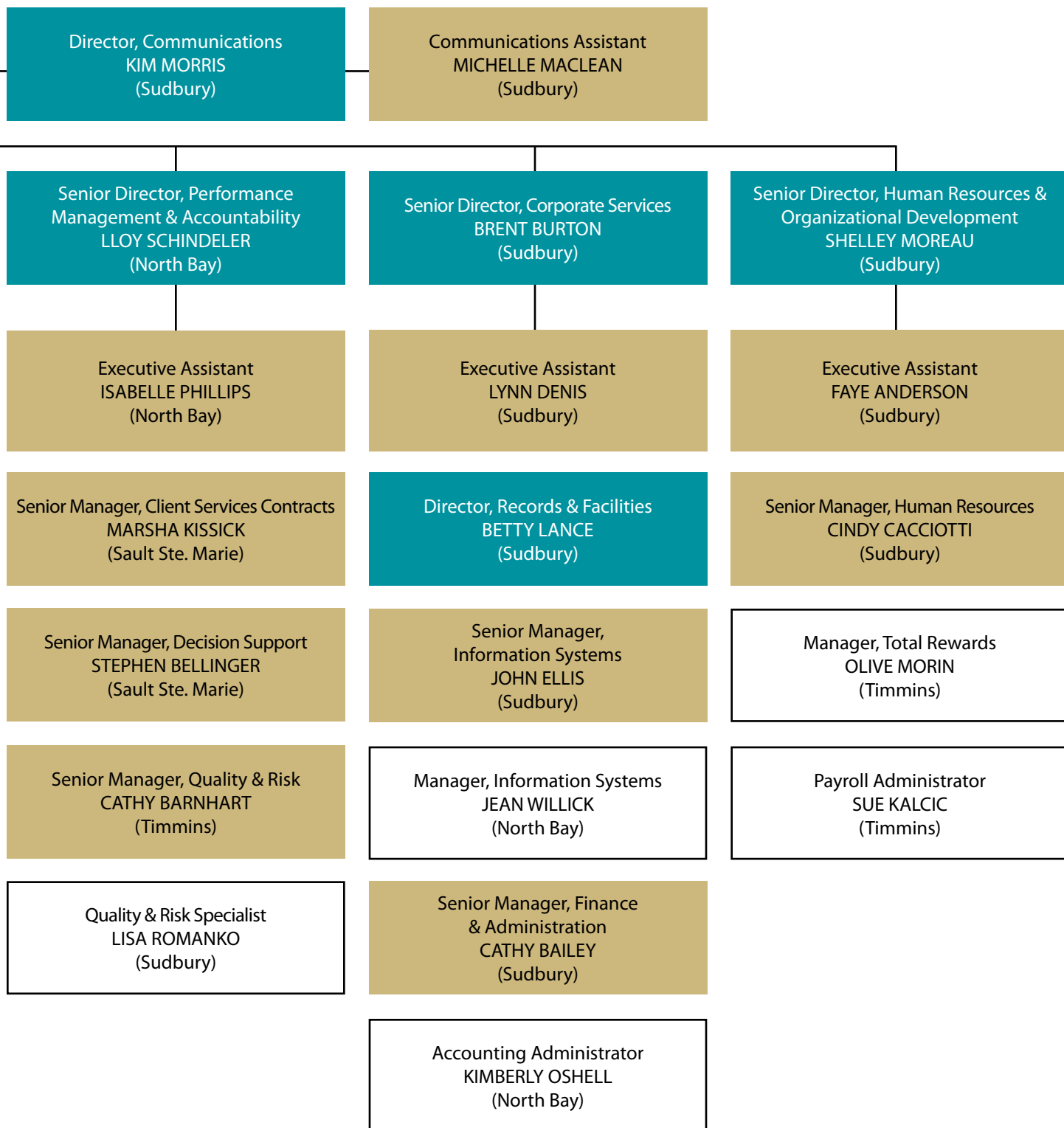
North East Geographic Area



The North East CCAC extends from Parry Sound in the south, west to Sault Ste. Marie, east to the North Bay area and north to include Timmins and the James Bay coast.

Organizational Structure





Senior Management Team

BRENT BURTON

Senior Director, Corporate Services

Brent Burton has been with the Manitoulin-Sudbury Community Care Access Centre (MSCCAC) since October 2000. As Manager, Financial Services, he has provided guidance to the senior management team in the areas of finance, procurement and facilities management. Prior to joining the MSCCAC, Brent was a manager in the audit and assurance practice of KPMG and General Manager of the Lively Golf and Country Club. Brent also instructed classes in accounting and taxation for Laurentian University. Brent received his Honours Bachelor of Commerce degree from Laurentian University. In 1991 he was admitted to membership in the Institute of Chartered Accountants of Ontario.

ANN MATTE

Senior Director, Strategic Planning & Integration

Most recently, Ann was Interim Chief Executive Officer with the North East Local Health Integration Network. Prior to this she was Senior Director, Planning, Integration & Community Engagement for the North East Local Health Integration Network (NELHIN). There she led the development of the foundational Integrated Health Service Plan for North East Ontario. Before joining the NELHIN, Ann was the acting Regional Director for the North Region of the Acute and Community Services Division of the Ministry of Health and Long-Term Care. In this role, she was responsible for 540 northern health services providers with a total operating budget of \$1.4 billion. Ann holds a Bachelor of Science Degree in Nursing from Laurentian University and a certificate on Volunteer Sector Management from York University.

SHELLEY MOREAU

Senior Director, Human Resources & Organizational Development

Shelley Moreau has been a member of the senior management team of the Manitoulin-Sudbury Community Care Access Centre (MSCCAC) since September 1997. Prior to joining the MSCCAC, Shelley was a manager with the Sudbury and District Health Unit. Shelley obtained her Honours Bachelor of Commerce (1988) and Masters of Business Administration (1997) from Laurentian University in Sudbury. She achieved her designation as a Chartered Accountant in 1990.

LLOY SCHINDELER

Senior Director, Performance Management & Accountability

Lloy Schindeler was the Executive Director of Near North Community Care Access Centre since February 2002. In this role, she provided leadership and strategic direction to the corporation. Lloy has worked in the community health care sector in various capacities since 1987. Prior to being the Executive Director, Lloy was the Director of Client Services with the Near North Community Care Access Centre, with responsibilities for client services, procurement, and performance management. Lloy obtained her Bachelor of Science in Occupational Therapy (B.Sc.O.T.) from Queens University in Kingston, and has taken various professional development courses in clinical areas, contract management, leadership, and governance.

FRANKIE VITONE

Senior Director, Client Services

Frankie Vitone has been part of the senior management team of the Manitoulin Sudbury Community Care Access Centre for the past twelve years. As Director, Client Services she was responsible to provide leadership and strategic direction for the Client Services department. Frankie graduated from Laurentian University Bachelor of Science in Nursing (B.Sc.N.) and is pursuing a Master Health Studies from Athabasca University, Athabasca Alberta.

KIM MORRIS

Director, Communications

Kim Morris was the Manager of Administrative Services and Communications at the Conseil scolaire catholique du Nouvel-Ontario for the last several years. Prior to that, Kim was the District Officer of the North East area office of Ombudsman Ontario. Kim is a Laurentian University graduate with a B.A. in Political Science, as well as a Cambrian College graduate with a diploma in Communications. More recently, Kim obtained her Ontario Management Development Program Certificate through Cambrian College, as well as a Certificate in Advanced Alternative Dispute Resolution from the University of Windsor Law School. Involvement in the community is very important to Kim, and presently, she is President of the Sudbury Community Legal Clinic, she sits on the Executive Board of Le Salon du Livre de Sudbury, and she is a member of a provincial committee of Legal Aid Ontario.

Demographics & Statistics

Population by Age Group

0-14	15-44	45-64	65-74	75-84	85+	Total Population
90,060	218,430	164,560	50,610	30,660	8,560	562,880

Mother Tongue

English	French	Other
68%	25%	7%

The North East covers a vast area. It represents almost 600,000 people (4.8% of the total population of Ontario). During 1994-2004 the population of the North East decreased, on average, by 0.6% each year. During this same time, the population of Ontario increased by 1.5% annually. Compared to the provincial population the North East has a higher proportion of people aged 65 or older. The proportion of residents who are Francophone (e.g., who claim French as their mother tongue) is substantially greater than the provincial average as a whole (25.1% versus 4.7%, respectively).

The percentage of the population of Aboriginal identity is also greater in the North East (8.0%) than at the provincial level (1.7%). At the same time, the percentage of immigrants and visible minorities is far smaller in the North East compared to the province. Unemployment and low income rates in the North East are higher than the provincial rate. Education levels are lower than those for the province. Just over 42% of adults (aged 20+) have attained post-secondary education credentials compared to almost 49% for the province. As well, 33.4% of the North East's residents have not completed high school, whereas 25.7% of Ontario adults do not have a high school certificate.

Visual Identity

The new CCAC **word mark** creates one common look for the Community Care Access Centre (CCAC) and is customized to each of the individual 14 CCACs by geographic region. The CCAC identity is based on the Ministry of Health and Long-Term Care's adaptation of the Government of Ontario's graphic standards.

North East
Community Care Access Centre



Centre d'accès aux soins communautaires
du Nord-Est

It is important that the visual representation of our organization remains consistent to ensure easy recognition by the public.

Office Directory

HEAD OFFICE

**1760 Regent Street
Sudbury ON P3E 3Z8**

Telephone 705-522-3461
Toll free 1-800-461-2919
TTY 1-866-369-3113
Facsimile 705-522-3855

Timiskaming District

Kirkland Lake Branch Office

**111 Burnside Drive
Kirkland Lake ON P2N 3P9**

Telephone 705-567-2222
Toll free 1-888-602-2222
Facsimile 705-567-9407

Englehart Satellite Office

**PO Box 98 81 Fifth Street
Englehart ON P0J 1H0**

Telephone 705-544-2222
Toll free 1-888-602-2222
Facsimile 705-544-8778

Haileybury Satellite Office

**240 Georgina Ave., Suite 112
Haileybury ON P0J 1K0**

Telephone 705-672-2222
Toll free 1-888-602-2222
Facsimile 705-672-3887

Nipissing District

North Bay Branch Office

**1164 Devonshire Avenue
North Bay ON P1B 6X7**

Telephone 705-476-2222
Toll Free 1-888-533-2222
Facsimile 705-474-0080

Burk's Falls Satellite Office

**162 Huston Street
Burk's Falls ON P0A 1C0**

Telephone 705-382-2361
Toll Free 1-888-724-0511
Facsimile 705-382-2498

School Health Satellite Office

**945 Stockdale Road
North Bay ON P1B 9S5**

Telephone 705-476-5437
Facsimile 705-474-0127

Sturgeon Falls Satellite Office

**209 Main Street, Suite 101
Sturgeon Falls ON P2B 1P3**

Telephone 705-753-4000
Facsimile 705-753-0390

Algoma District

Sault Ste. Marie Branch Office

**390 Bay Street, 2nd Floor
Sault Ste. Marie ON P6A 1X2**

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Toll free 1-800-668-7705
Facsimile 705-949-1663

Blind River Satellite Office

**PO Box 636
1 Industrial Park Road East
Rm. 101 Lakewood Place
Blind River ON P0R 1B0**

Telephone 705-356-1331
Facsimile 705-356-1034

Elliot Lake Satellite Office

**Elliot Lake Oak Centre
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Elliot Lake ON P5A 2T1**

Telephone 705-461-9329
Facsimile 705-461-1759

Hornepayne Satellite Office

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Hornepayne ON P0M 1Z0**

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Facsimile 807-868-3488

Wawa Satellite Office

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Timmins Branch Office

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Timmins ON P4N 8A4**

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Toll free 1-888-668-2222
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Cochrane Satellite Office

**PO Box 1750 144 3rd Street
Cochrane ON P0L 1C0**

Telephone 705-272-2626
Facsimile 705-272-2600

Hearst Satellite Office

**PO Box 547 1403B Edward Street
Hearst ON P0L 1N0**

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Facsimile 705-362-6635

Iroquois Falls Satellite Office

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Telephone 705-232-5123
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**Sensenbrenner Hospital
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Facsimile 705-335-3331

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Toll free 1-888-273-1611
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Moosonee Satellite Office

**PO Box 57 48 Revillion Street
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Facsimile 705-336-2919

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This publication was developed by the
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